ENTERPRISE SYSTEMS INTEGRATOR

DISTINGUISHING FEATURES

The fundamental reason the Enterprise System Integrator position exists is to provide high-level technical hardware and software support to a variety of departments. Work includes evaluating and testing enterprise hardware, software, and communications packages and troubleshooting enterprise application, hardware, and network issues to resolution. This classification exists in the Information Systems Department. Work is performed with independence and receives general direction from the Enterprise Director. The Enterprise Systems Integrator is distinguished from the Sr. Systems Integrator classification by the considerable knowledge required to assist a variety of departments in enterprise and departmental systems.

ESSENTIAL FUNCTIONS

Enterprise application support for all city staff, IS staff, technicians and departmental systems integrators.

Assists in system analyses, computer configuration, planning and training of employees on enterprise automated systems to ensure optimal performance of the systems.

Recognizes and resolves hardware and software problems and minimize customer impact.

Researches, tests and evaluates new enterprise software applications and upgrades of existing applications. Implements the installation and upgrades to the enterprise systems.

Develop and maintain databases to assist IS in tracking and reporting within enterprise systems to assist management in providing core functions such as IS Helpdesk software and inventory of computer/telephone equipment.

Designs and develops the IS Department's webpages and IS training webpages.

Assists in providing technical direction and support, including budget projections, for the department in determining current and future software and hardware needs.

Develops procedures manual and related forms to ensure smooth operations of information systems.

Other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities

Knowledge of:

Microsoft NT and the related Office software programs

Open systems hardware and software and integration and commonly used office hardware peripherals

Information systems procedures, operations, data flow, and record maintenance

Safeguards and security procedures and protocols

Ability to:

Listen and communicate effectively with a diverse group of people including users, managers, and vendors to address concerns and recommend alternatives.

Describe in detail each of the steps needed in the solution of a problems and arrange these steps in a logical sequence.

Make oral and written presentations of system analysis and design considerations in a clear, concise, and non-technical manner using proper sentence construction and grammar.

Extensively use Access in technical solutions.

Operate a variety of standard office equipment requiring continuous and repetitive arm, hand and eye movement.

Lift and move computer equipment weighing up to 20 pounds.

Make independent actions or decisions on technical issues.

Comprehend and make inferences from written material.

Education & Experience:

Any combination of education and experience equivalent to 4 years of experience in systems analysis or design, testing and implementation of computer-based information systems. Considerable experience in administering and maintaining infrastructure hardware and software. Experience in supporting a wide variety of software applications in several different business areas.

FLSA STATUS: Exempt   **HR ORDINANCE STATUS**: Unclassified